Management Information Services

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The Management Information Services (MIS) division provides continually improved, efficient, cost-effective technology and telecommunications products, services, and information to the County's departments and divisions, Constitutional Offices, and Article V Agencies. MIS contains four divisions: Applications and Databases, ITT (Information and Telecommunications Technologies), GIS (Geographic Information Systems), and JIS (Justice Information Systems). MIS supports 43 connected locations with 1,958 PCs and laptops, 375 printers, more than 200 servers, and 1,646 phone extensions.

MANAGEMENT INFORMATION SERVICES ACCOMPLISHMENTS

- Developed an emergency communications website to provide a single location for emergency communications and updates.

- Deployed a free e-subscription service on the County's website that allows citizens to receive immediate updates to matters of interest to them as well as receive emergency notices to their email and/or cell phone.

- Provided telephone services and Internet connectivity for FEMA Disaster Services Office following Tropical Storm Faye and implemented a telephone conferencing system for the Emergency Operation Center (EOC) providing enhanced services and cost savings. Also established redundant emergency communication connection from the EOC to WFSU allowing continued public radio broadcasts of emergency information.

- Completed implementation of electronic time cards and electronic pleas process for the Clerk's office, Court Administration and the State Attorney and the Public Defender.

- Enabled electronic approvals for policies and forms in the Halogen system for e-documentation of employee acceptance.

- Upgraded sound system equipment in the Commission Chamber for improved sound internally and for citizens at home and upgraded Jail Courtroom with audio visual equipment and an improved sound system.

- Implemented Hansen for Facilities, Stormwater, Mosquito Control and Parks & Recreation; Deployed wireless field devices for Mosquito Control and Parks & Recreation (P&R). Also introduced credit card processing on the web with the P&R online reservations system.

- Implemented the Banner document management solution for Human Resources and an electronic document management solution for the State Attorney's Office, Housing and Elections.

- Provided Internet service & wireless access for the Miccosukee Community Center and installed exterior emergency phones at Miccosukee Park and at EMS Operations.

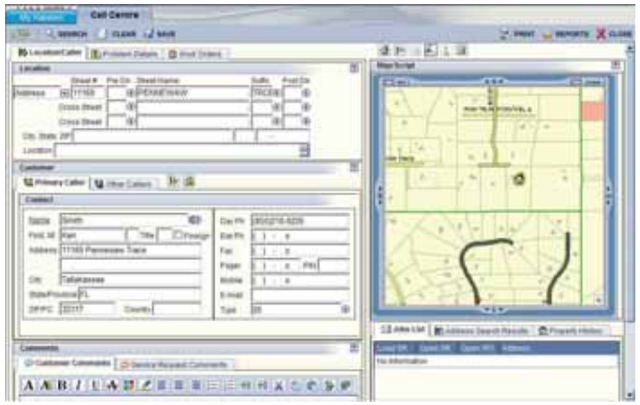
- Developed a new sustainability website to inform citizens about energy conservation and how County is going "green."

- Converted over 150 servers into a virtualized file server environment which saves energy and space in the Data Center and improves system support time.

- Completed upgrades to enterprise systems - Banner, SIRSI, Hansen and the Avaya phone and voicemail systems.

Did You Know

MIS implemented a telephone call queueing system to provide enhanced caller experience for citizens contacting Elections, Growth, the Health Department and Public Works.



Hansen Work Order Management System with embedded GIS mapping